



June 29, 2012

Austin, TX  
5929 Balcones Drive, Suite 200  
Austin, TX 78731-4280  
Phone: 512.343.2544  
Fax: 512.343.0119

**VIA ECFS**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

RE: Arkansas Telephone Company, Inc. Annual Report and Certifications Pursuant to 47 C.F.R. 54.313(a)(2)-(a)(6) and (h) **WC Docket No. 10-90**

Dear Ms. Dortch:

Arkansas Telephone Company, Inc., Study Area Code 401692, by its authorized representative, files the annual report and certifications required by Section 54.313(a)(2) through (a)(6) and (h).

In accordance with Section 54.313(i) a copy of this report will be provided to USAC and the Arkansas Public Service Commission.

Please contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Jean Langkop".

Jean Langkop  
Authorized Representative for  
Arkansas Telephone Company, Inc.

JL/pjf

Attachment: Section 54.313 (a)(2) – (a)(6) and (h)

cc: Mr. Randy McCaslin, Arkansas Telephone Company, Inc.

**ANNUAL REPORTING REQUIREMENTS FOR HIGH-COST RECIPIENTS  
WC DOCKET NO. 10-90**

Following is the annual report for Arkansas Telephone Company, Inc. ( Arkansas Telephone Company or the Company), Study Area Code 401692, pursuant to the requirements of Section 54.313(a)(2) through (a)(6) and (h).

**§ 54.313(a)(2) Outage information**

The Company reported 2011 outage information in accordance with the requirements of the Arkansas Public Service Commission and a copy of the report is included with this filing. (Lines 1 through 6 of the report related to trouble reports and access lines have been redacted.)

**§54.313(a)(3) – Unfilled Service Requests**

The Company was required by the Arkansas Public Service Commission to provide information regarding certain time periods for installation of service in 2011 and a copy of the report is included with this filing.

**§54.313(a)(4) – Customer complaints per 1,000 connections**

The Company was not required by the Arkansas Public Service Commission to collect this information in 2011.

**§54.313(h) – Additional Voice Rate Data**

The Company has no flat rates for residential local service, combined with certain state fees defined in §54.318(e), in effect June 1, 2012 that are below the local urban rate floor of \$10.00 per month.

**ANNUAL REPORTING REQUIREMENTS FOR HIGH-COST RECIPIENTS  
WC DOCKET NO. 10-90**

**§54.313(a)(5) – Certification of compliance with service quality standards and consumer protection rules**

I certify that Arkansas Telephone Company is in compliance with applicable service quality standards and consumer protection rules.

**§54.313(a)(6) – Certification that the Company able to function in emergency situations.**

I certify that Arkansas Telephone Company can function in emergency situations. The Company has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

I, Randy McCaslin, President of Arkansas Telephone Company, Inc., am authorized to make these certifications on behalf of the Company and, to the best of my knowledge and belief, the information reported on this form is accurate.

Signed,

Randy McCaslin

Randy McCaslin  
P.O. Box 69  
Clinton, Arkansas 72031  
(501) 745-2114

Date: 6/28/12

Company Name

ARKANSAS TELEPHONE

APSC SERVICE PERFORMANCE REPORT - TPR 9.01 10.01 10.06

2011

Line No.	Jan	Feb	Mar	Apr	May	Jun
1	Trouble Reports TPR 10.06					
2	Access Lines					
3	Total Trouble Rpts.					
4	Deregulated					
5	Excluded					
6	Measurable Rpts.					
7	Trouble Index					
8	Service Outage Restoration TPR 10.01					
9	Total OOS Rpts.					
10	Deregulated					
11	Excluded					
12	Measurable Rpts.					
13	Restored W/ 24 Hrs.					
14	Percentage					
15	Application for Service 5 days TPR 9.01					
16	Total Applications					
17	W/ 5 Days					
18	Percentage					
19	Application for Service 30 days TPR 9.01					
20	Total Applications					
21	W/ 30 Days					
22	Percentage					

Target	<=5
	>=95%
	>=95%
	>=95%

19 Name and address of person to contact regarding this information:

RANDY MCCASLIN  
ARKANSAS TELEPHONE CO INC  
(501) 745-2114

NOTE: Create a tab to represent each exchange

Company Name

ARKANSAS TELEPHONE

APSC SERVICE PERFORMANCE REPORT - TPR 9.01 10.01 10.06

2011

Line No.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Target
1	Trouble Reports TPR 10.06												
2	Access Lines												
3	Total Trouble Rpts.												
4	Deregulated												
5	Excluded												
6	Measurable Rpts.												
7	Trouble Index												
8	Service Outage Restoration TPR 10.01												
9	Total OOS Rpts.												
10	Deregulated												
11	Excluded												
12	Measurable Rpts.												
13	Restored W/ 24 Hrs.												
14	Percentage												
15	Application for Service 5 days TPR 9.01												
16	Total Applications												
17	W/ 5 Days												
18	Percentage												
19	Application for Service 30 days TPR 9.01												
20	Total Applications												
21	W/ 30 Days												
22	Percentage												

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APSC SERVICE PERFORMANCE REPORT TPR 9.01 10.01 10.06

2011

1725	Jan	Feb	Mar	Apr	May	Jun	
Trouble Reports TPR 10.06							
1	Access Lines						
2	Total Trouble Rpts.						
3	Deregulated						
4	Excluded						
5	Measurable Rpts.						
6	Trouble Index						
Service Outage Restoration TRP 10.01							
7	7	24	10	26	25	26	
8	4	10	8	16	12	17	
9	0	2	0	0	1	0	
10	3	12	2	10	12	9	
11	3	12	2	10	12	9	
12	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Application for Service 5 days TPR 9.01							
13	19	13	14	13	15	10	
14	19	13	14	13	15	10	
15	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Application for Service 30 days TPR 9.01							
16							
17							
18							

Exchange Name:	884
FAIRFIELD BAY	
Switch Mfg:	
NORTEL	
NXX:	

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APSC SERVICE PERFORMANCE REPORT - TPR 9.01 10.01 10.06

1604

Line No.	Exchange Name	Access Lines	Jul	Aug	Sep	Oct	Nov	Dec
1	FAIRFIELD BAY	Total Trouble Rpts.						
2		Deregulated						
3		Excluded						
4	NORTEL	Measurable Rpts.						
5		Trouble Index						
6	884							
Service Outage Restoration TPR 10.01								
7		Total OOS Rpts.	20	54	23	18	29	14
8		Deregulated	10	36	14	13	12	6
9		Excluded	0	2	1	0	0	0
10		Measurable Rpts.	10	16	8	5	17	8
11		Restored W/ 24 Hrs.	10	16	8	5	17	8
12		Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Application for Service 5 days TPR 9.01								
13		Total Applications	20	13	11	20	9	7
14		W/ 5 Days	20	13	11	20	9	7
15		Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Application for Service 30 days TPR 9.01								
16		Total Applications						
17		W/ 30 Days						
18		Percentage						

Target <=5 >=95% >=95% >=95%

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APSC SERVICE PERFORMANCE REPORT - TPR 9.01 10.01 10.06												
2011												
404	Jan	Feb	Mar	Apr	May	Jun						
Trouble Reports TPR 10.06												
1	Access Lines											
2	Total Trouble Rpts.											
3	Deregulated											
4	Excluded											
5	Measurable Rpts.											
6	Trouble Index											
Service Outage Restoration TPR 10.01												
7	Total OOS Rpts.						3	4	5	41	21	16
8	Deregulated						2	3	3	8	7	6
9	Excluded						0	0	1	4	1	0
10	Measurable Rpts.						1	1	1	29	13	10
11	Restored W/ 24 Hrs.						1	1	1	29	13	10
12	Percentage						100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Application for Service 5 days TPR 9.01												
13	Total Applications						4	3	3	3	6	5
14	W/ 5 Days						4	3	3	3	6	5
15	Percentage						100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Application for Service 30 days TPR 9.01												
16	Total Applications											
17	W/ 30 Days											
18	Percentage											
Exchange Name:												
SCOTLAND												
Switch Mfg:												
NORTEL												
NX:												
592												

Target
<=5
>=95%
>=95%
>=95%

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Company Name

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APSC SERVICE PERFORMANCE REPORT TPR 9.01 10.01 10.06												
2011												
Line No.	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1	Trouble Reports TPR 10.06											
2	Access Lines											
3	Total Trouble Rpts.											
4	Deregulated											
5	Excluded											
6	Measurable Rpts.											
7	Trouble Index											
8	Service Outage Restoration TPR 10.01											
9	Total OOS Rpts.											
10	Deregulated											
11	Excluded											
12	Measurable Rpts.											
13	Restored W/ 24 Hrs.											
14	Percentage											
15	Application for Service 5 days TPR 9.01											
16	Total Applications											
17	W/ 5 Days											
18	Percentage											
19	Application for Service 30 days TPR 9.01											
20	Total Applications											
21	W/ 30 Days											
22	Percentage											
23	Target											
24	<=5											
25	>=95%											
26	>=95%											
27	>=95%											

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APSC SERVICE PERFORMANCE REPORT - TPR 9.01 10.01 10.06

2011

1038	Jan	Feb	Mar	Apr	May	June	
Trouble Reports TPR 10.06							
1	Access Lines						
2	Total Trouble Rpts.						
3	Deregulated						
4	Excluded						
5	Measurable Rpts.						
6	Trouble Index						
Service Outage Restoration TPR 10.01							
7	10	15	22	21	43	31	
8	5	7	15	11	26	9	
9	0	2	0	2	1	0	
10	5	6	7	8	16	22	
11	5	6	7	8	16	22	
12	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Application for Service 5 days TPR 9.01							
13	5	9	8	6	7	5	
14	5	9	8	6	7	5	
15	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
Application for Service 30 days TPR 9.01							
16	1					1	
17	1					1	
18	100.00%					100.00%	

Exchange Name	723
SHIRLEY	
Switch Mfg	
NORTEL	
NXX	

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APSC SERVICE PERFORMANCE REPORT I - TPR 9.01 10.01 10.06															
2011															
Line No.	Exchange Name:	Switch Mfg:	Access Lines	Total Trouble Rpts.	Derogated	Excluded	Measurable Rpts.	Trouble Index	Service Outage Restoration TPR 10.01	Aug.	Sept.	Oct.	Nov.	Dec.	Target
1	SHIRLEY	NORTEL													
2															
3															
4															
5															
6															
723															
7															
8															
9															
10															
11															
12															
Application for Service 5 days TPR 9.01															
13															
14															
15															
Application for Service 30 days TPR 9.01															
16															
17															
18															

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